

Alabama Medicaid Pharmacy Services

Frequently Asked Questions

Pharmacy Services Telephone (334) 242-5050

Pharmacy Services Fax (334) 353-7014

www.medicaid.alabama.gov

- **Where can I find information about the Pharmacy Services Division of Alabama Medicaid?** Information about Pharmacy Services including information referenced on this page can be found on the Alabama Medicaid website at www.medicaid.alabama.gov under Programs/Pharmacy Services.
- **What drugs are currently preferred on the Preferred Drug List (PDL)?** Preferred drugs and non preferred drugs are listed on the PDL Reference Tool which can be found on the Alabama Medicaid website under Programs/Pharmacy Services/Preferred Drug List. Updates are made to the Preferred Drug List on a quarterly basis.
- **What drugs require Prior Authorization (PA)?** Non-preferred drugs on the PDL require prior authorization. Drugs that require a PA but are not included on the PDL are included in the Criteria/Instruction Booklet which can be found under Programs/Pharmacy Services/Prior Authorization/Overrides-Criteria and Forms.
- **Can a “retroactive” PA be obtained for a previously filled prescription?** Retroactive PA requests can be submitted if they are requested within 90 days of the recipient’s eligibility award date. These requests can be approved back to the recipient’s eligibility effective date. For Medicaid providers that submit claims in batch, a retroactive override or PA may be given up to seven calendar days after the date the prescription is dispensed. All existing criteria must be met in order for the override or PA to be granted.
- **What drugs require Maximum Unit Overrides?** The Maximum Unit List can be found on the Alabama Medicaid website under Programs/Pharmacy Services/Drug Information.
- **Can I “split bill” a prescription if the prescribed quantity exceeds the maximum units allowed?** If a prescription to be paid by Medicaid exceeds the maximum unit limit allowed, the physician or pharmacist must request an override for the prescribed quantity. If the override is denied, then the excess quantity above the maximum unit limit is non-covered and the pharmacist can charge the recipient for that amount in excess of the maximum unit limit. In other words, for a prescription to be “split billed” (the maximum unit allowed paid by Medicaid and the remainder paid by the patient), a maximum unit override must be requested by the provider and denied. Note: A provider’s failure or unwillingness to go through the process of obtaining an override does not constitute a non-covered service.
- **Why is “Drug A” not covered?** Alabama Medicaid may not cover drugs that are excluded from coverage by the Omnibus Budget Reconciliation Act of 1990 (OBRA 90), do not have a federal rebate, are considered DESI (FDA less than effective), or that have an obsolete NDC. For more information, please see Chapter 16 of the Administrative Code.

- **Why are some cough and cold products covered and some non-covered?** Cough and cold products are an optional coverage class according to the Omnibus Budget Reconciliation Act of 1990 (OBRA 90). Alabama Medicaid covers only generic and OTC cough and cold products but does not cover brand cough and cold products. Please see a complete list of covered cough and cold products on our website under Programs/Pharmacy Services/Drug Information.
- **Can a prescription be telephoned in?** Telephone prescriptions are allowed except for Schedule II drugs.
- **Can a brand be dispensed when a generic is available?** For a brand name drug that has an exact generic equivalent to be dispensed, the provider must request an override via the Pharmacy PA contractor that documents medical necessity for the need of the brand rather than the available generic. For more information, please refer to Chapter 16 of the Administrative Code.
- **Can I be reimbursed for my time spent compounding a prescription?** Yes. A PA form can be submitted for the time required to compound a prescription. This information should be submitted on the Miscellaneous PA Form found on our website under Programs/Pharmacy Services/Prior Authorization/Overrides-Criteria and Forms. For information on submitting a claim for compounding time, please contact HID at (800)748-0130.
- **What does NDC mean?** National Drug Code.
- **How do I become an enrolled Provider?** Contact EDS's Provider Enrollment at (888)223-3630.

For Additional Pharmacy Information:

- * Pharmacy Billing Manual -Chapter 27
- * Pharmacy Administrative Code - Chapter 16
- * For Prior Authorization issues, contact Health Information Designs, Inc. (HID) at (800)748-0130
- * For claims issues, contact Electronic Data Systems (EDS) at (800)688-7989
- * For PDL Issues, contact Pharmacy Services at (334)242-5050
- * For rebate issues, contact Lynn Abrell at Lynn.Abrell@medicaid.alabama.gov